

ABSTRACT OF THE DISCLOSURE

A mobile gateway interface that enables a supervisor to conduct typical office transactions via a remote device while the supervisor is away from the office. The remote device can be one of several items, including, for example, wireless telephones, interactive pagers, personal digital assistants, laptop computers with wireless modem, and the like. The supervisor uses the remote device to log into the mobile gateway interface. After the authentication process, the supervisor makes a transaction request through the remote device. A transaction server, which is part of the mobile gateway interface, interacts with one or more resources to process or execute the transaction request. The resources can include an intranet, the Internet, and various legacy systems. Preferably, the mobile gateway interface includes one or both voice and front-end data servers that facilitate the authentication process and execution of the transaction request.

Document #: 1165442 v.1